

JOB DESCRIPTION

JOB TITLE: Public Health Services Supervisor

GRADE: 18

JOB CODE: 1521

EST. DATE: 7-1-06

GENERAL FUNCTION: Performs duties related to supervising the daily administration of health programs (services that are provided to recipients of agency services). Responsibilities include supervising program staff, preparing statistical program reports, assisting with preparation of program budgets and providing coordination of program services with other agency programs or agencies.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Reviews statistical data and clinical program reports to evaluate health programs; prepares detailed management and statistical program reports.

Oversees the management of program records.

Provides coordination of program services with internal and external entities. Work with other staff/programs to assure communication, consistency and teamwork to avoid communication gaps and miscommunication.

Administers compliance with program requirements in accordance with the PHPR.

Interprets policy relating to agency operating procedures and program administration and models effective decision-making skills in carrying out the policies.

Performs or assists in defining program goals and objectives, establishes methods and measures of accomplishing program based objectives, implements policies and procedures.

Serves as a resource person for staff. Motivates and mentors staff in providing quality and appropriate quantity of work in assigned area, as well as, utilizing resources efficiently. Models and promotes team building skills among assigned staff. Establishes and maintains a positive working environment.

Participates in the selection, hiring and orientation processes of new employees. Makes decisions on personnel policy matters affecting assigned staff. Attends local and state training meetings. Conducts or facilitates agency meetings and training sessions for assigned staff.

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Monitors performance and provides effective feedback of subordinate staff. Evaluates performance of assigned staff both informally and formally using established criteria and performance evaluation forms. Works with the assigned staff to plan and establish goals for the next evaluation period. Participates in disciplinary processes, as indicated.

Trains employees in methods for performing an effective and efficient job.

Communicates on a regular basis with employees both individually and in staff meetings.

Directs the work of employees to ensure best use of time and resources. Assists staff to prioritize work goals and activities.

Attends training conferences in order to learn of program changes; educates program providers of the changes; evaluates need for training and provides or arranges for appropriate training for service providers and/or program staff; meets with providers to develop and modify administrative procedures and standardize practices among providers.

Performs quality assurance audits of providers for departmental tracking purposes or to determine compliance with federal or state regulations; investigates area of concern and recommends appropriate measures to achieve improvement.

Analyzes new and proposed legislation to determine impact on local programs, policies, procedures and providers; establishes and modifies local policies and procedures in order to administer program in accordance with federal or state policies and directives.

Assists service providers with administrative and technical matters by performing such tasks as helping to resolve billing problems, monitoring the quality of care provided, and ensuring that providers understand program guidelines and provide service in accordance with those guidelines.

May provide professional program expertise to program staff to assist them in determining client eligibility, program benefits, and appropriate services and referrals.

Maintains a constant liaison with state and federal officials regarding services.

Ensures that performance measures and standards for program/services are met; monitor performance, guides staff in making adjustment to program administration and strategy to ensure that standards are achieved.

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Establishes and maintains a working environment conducive to positive morale, individual style, quality, creativity and teamwork.

Demonstrates a commitment to a healthy and safe work environment.

1. Follows established federal, state or local policies, procedures and programs relating to health and safety in the workplace.
2. Takes steps to promptly correct hazardous conditions.
3. Regularly participates in training and education in safety practices and procedures, such as annual OSHA training.

Participates in the Local Health Department's Bioterrorism and Disaster Preparedness activities.

1. Is aware of general contents of agency's Emergency Operations Plan.
2. Identifies role in Emergency Preparedness and Response.
3. Identifies agency's chain of command and management system for emergency response.
4. Participates in Bioterrorism and Emergency Preparedness drills.

SUPERVISION RECEIVED: General direction, working from broad goals and policies only; incumbent participates heavily in setting work objectives.

SUPERVISION EXERCISED: Supervises program staff assigned, administrative and support staff.

JOB SPECIFICATIONS:

Knowledge:

- Knowledge of program planning.
- Good knowledge of technical principles, concepts and methodology.
- Good knowledge of organizational principles.
- Good knowledge of principles of personnel management.
- Good knowledge of programmatic, state and federal guidelines affecting assigned program(s).
- Knowledge of financial budgeting and management.
- Considerable knowledge of the assigned program(s).
- Good knowledge of medical terminology.
- Knowledge of public relations and marketing theories.

Skills:

- Good verbal and written communication skills.
- Good collaborative skills in working with professional health care staff, as well as, members of the community.
- Considerable level of skill in interviewing, directing and evaluating staff.

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Abilities:

- Good ability to develop goals and objectives for a program.
- Good ability to interact with and manage program staff.
- Good ability to gather, analyze and interpret data.
- Ability to accurately interpret agency policies to staff and the public.
- Considerable ability to supervise, coordinate and evaluate assigned staff.
- Ability to apply leadership skills to accomplish the goals of the assigned program(s).
- Ability to monitor expenditures and maintain fiscal control of program(s).
- Ability to maintain effective working relationships with federal and state program agencies, as well as, the general public.

Minimum Education, Training, and Experience Requirements:

Bachelor's Degree from an accredited college or university and three (3) years of professional experience in public health, community health agency or similar capacity that would demonstrate the necessary knowledge, skills and abilities.

Completion of a Master's Degree in Public Health, Business Administration, Nursing, Nutrition, Epidemiology or Environmental Health may substitute for one (1) year of non-managerial experience.

NOTE: Specific programs may have specialized requirements that differ from those described.

* A regular status employee of the classified service may be considered for this position if the employee has eight (8) years of experience in public health and can demonstrate the necessary knowledge, skills and abilities required. See Note above.

NOTE: New classification as of 7-1-06.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.